

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

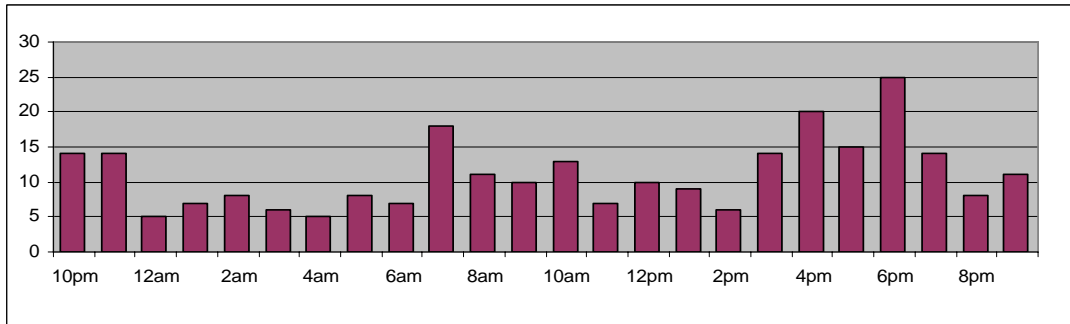


Mia Silver, PE PTOE  
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January 2007

## CONTROL ROOM SUPPORT ACTIVITY

### Total Incidents per Hour



### Total Incidents by Roadway

Freeway	Jan 2007	Dec 2006	Jan 2006
I-75	73	113	178
I-94	49	95	155
I-696 (Reuther)	50	75	86
I-96	32	55	65
M-10 (Lodge)	19	35	65
M-39 (Southfield)	22	34	43
I-275	18	33	57
I-375	4	4	0
<b>TOTAL</b>	<b>267</b>	<b>444</b>	<b>649</b>

### Monthly Incident Activity

	Jan 2007	Dec 2006	Jan 2006
Freeway Closures	15	14	15
Lane Closures	39	31	37
Ramp Closures	3	7	5

### MITS Center News

The 2007 Detroit North American International Auto Show (NAIAS) was held in Cobo Hall highlighting over 80 new cars, with attendance record of over 770,000 visitors, 6,600 reporters, 279 Television networks representing 62 countries and 42 States. This was the 90<sup>th</sup> Annual Detroit Auto show and the 19<sup>th</sup> International Auto Show.

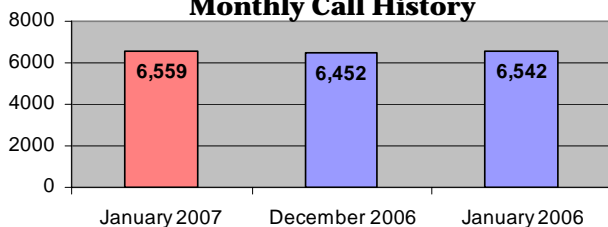


Woodward construction coordination meeting held to inform local event venues, Race for the Cure planners, and first responders of construction that is planned on Woodward over I-75 through out the construction season. This addressed the lane restrictions and schedule along with coordinated timing with large events in Detroit.



Creating new call tracking software for recording calls in and out of the control room. Expecting a rollout and completion in mid 2007. This will provide more user friendly data for some information on this report along with a more streamlined data entry process.

### Monthly Call History



### Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	5009
Michigan State Police	688
Media	489
MDOT Construction (Incoming)	80
MDOT Construction (Outgoing)	23
Other MDOT	41
ITS Maintenance	12
Other	217
<b>Total</b>	<b>6559</b>

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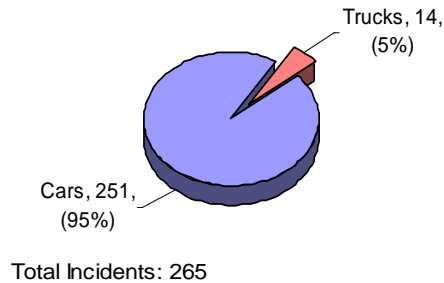
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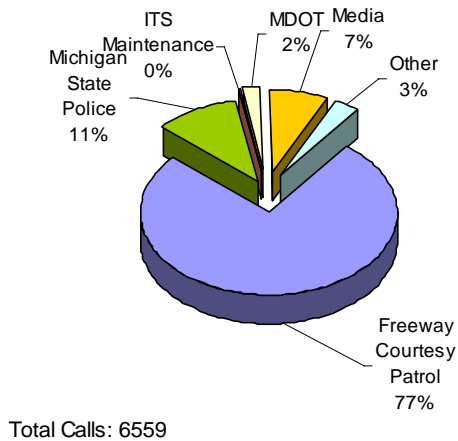
## CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,169 assists that the Freeway Courtesy Patrol (FCP) provided during the month of January, 913 assists (22%) were dispatched by the FCP dispatchers located at the MITS Center.

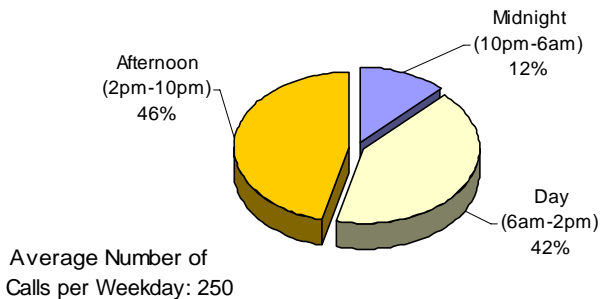
### Vehicle Composition of Incidents



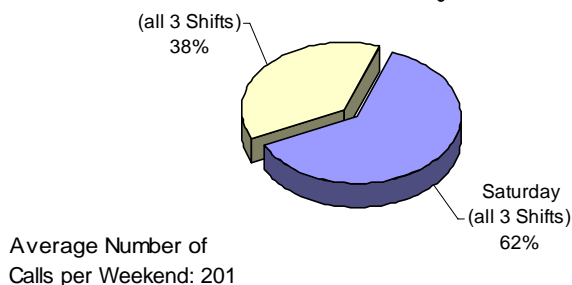
### Calls by Type



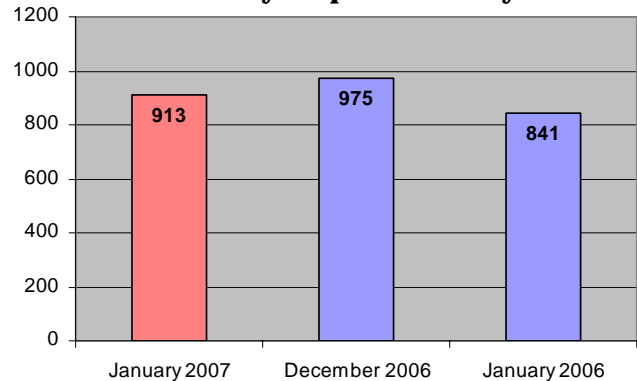
### Calls by Weekday Shift



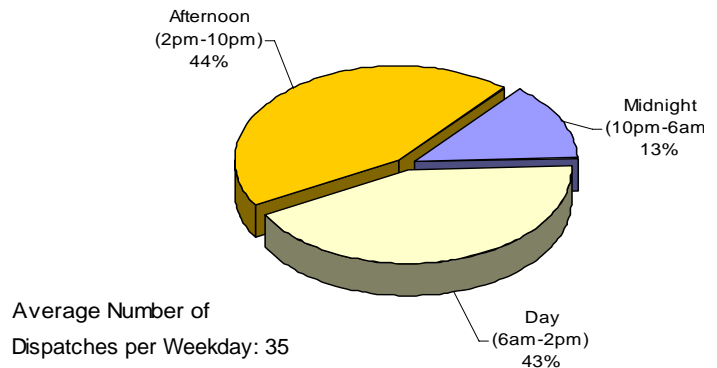
### Calls by Weekend Day



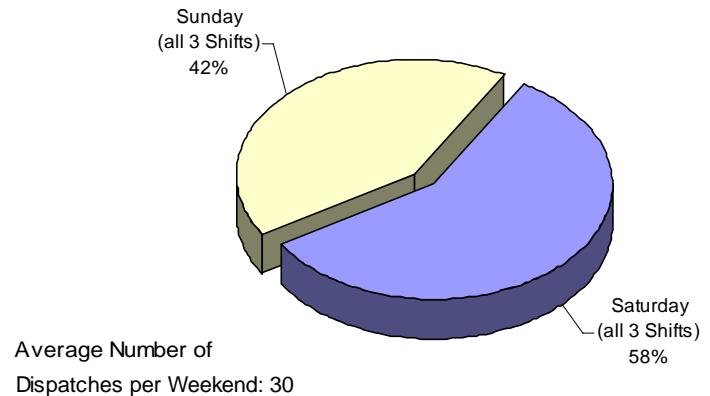
### Freeway Courtesy Patrol Monthly Dispatch Activity



### Freeway Courtesy Patrol Dispatches by Weekday Shift



### Freeway Courtesy Patrol Dispatches by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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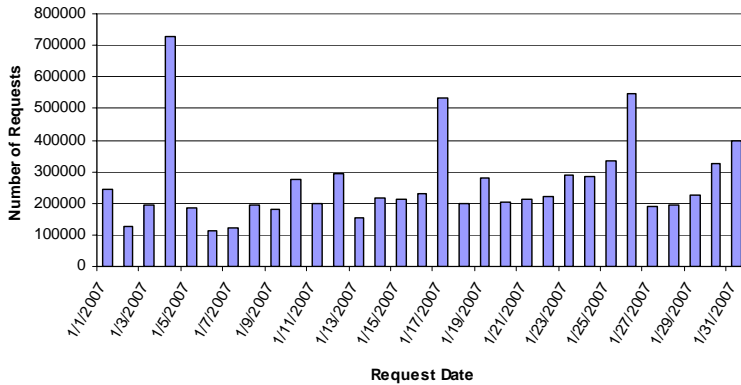
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## TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

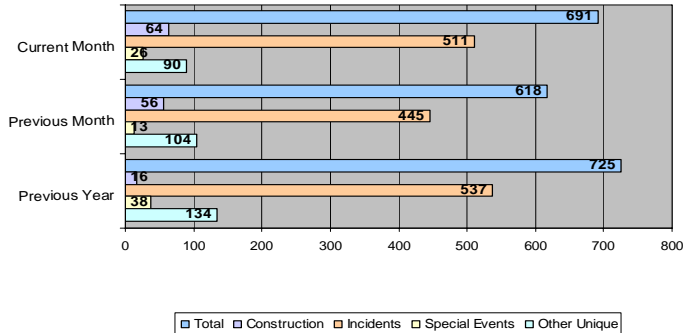
### Website Activity



### Top 5 DMS with Unique Messages

1. M-10 NB at Porter
2. I-94 WB at Burns
3. I-75 SB at Clay
4. I-94 EB at Rotunda
5. I-94 EB at Second

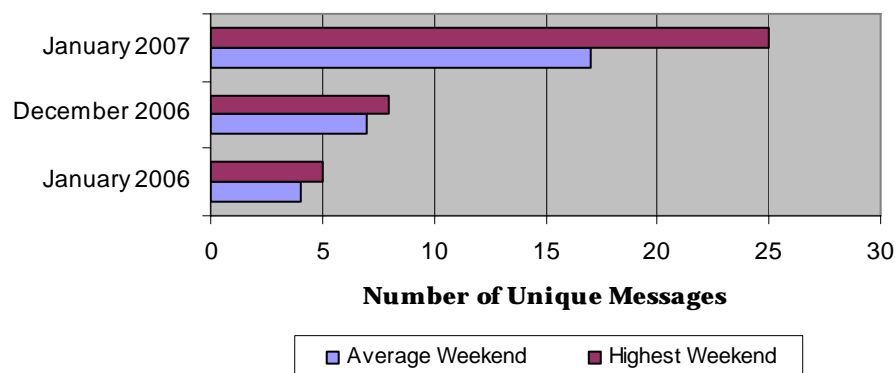
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review		Jan 2007	Dec 2006	Jan 2006
All Incident Messages		100.0%	100.0%	100.0%
High Impact DMS Messages		Jan 2007	Dec 2006	Jan 2006
All High Impact Messages		96.5%	96.2%	94.7%
Freeway Closure Messages		100.0%	92.9%	93.3%
Lane Closure Messages		94.9%	96.8%	97.3%
Ramp Closure Messages		100.0%	100.0%	80.0%
Other Communication		Jan 2007	Dec 2006	Jan 2006
Advisory Text-Messages		94.7%	94.2%	94.7%
Website Incident Postings		94.7%	100.0%	94.7%

### Weekend Construction DMS Message Activity



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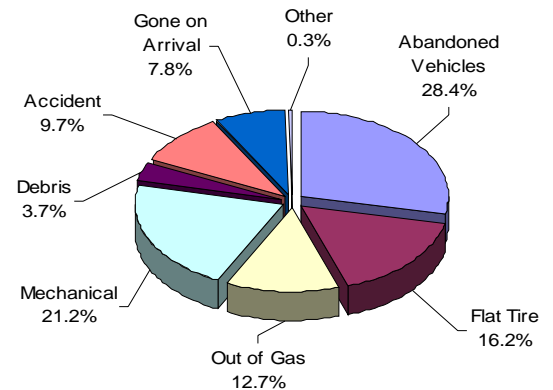
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## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Assist Type

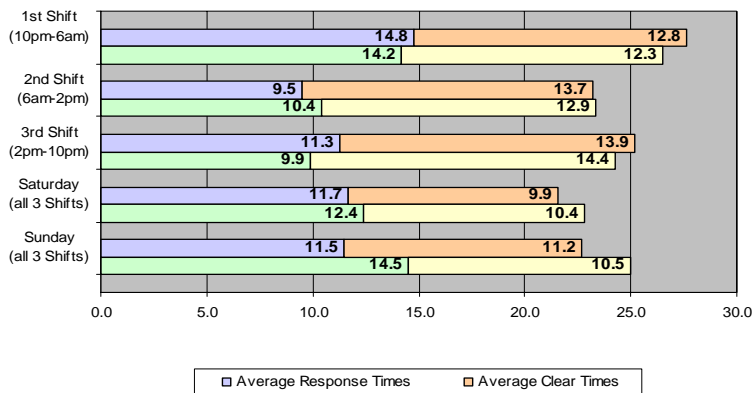


Total Number of Incidents: 4169

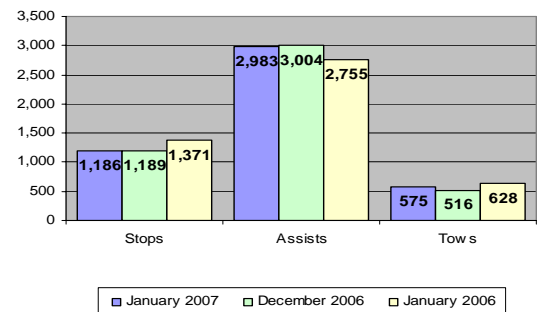
### Motorist Quote of the Month

*"Thank you for providing emergency road assistance. My car had a flat tire during rush hour (of course) and I was forced to pull over at a bad intersection of the Lodge and I-696. Your courtesy patrol driver changed my tire and put me back on the road and out of danger within 15 minutes of my pulling over. Please continue this valuable service."*

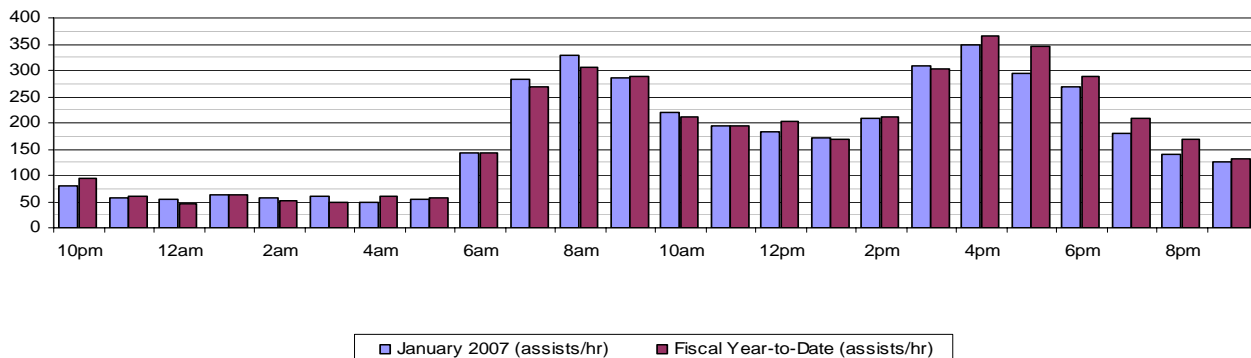
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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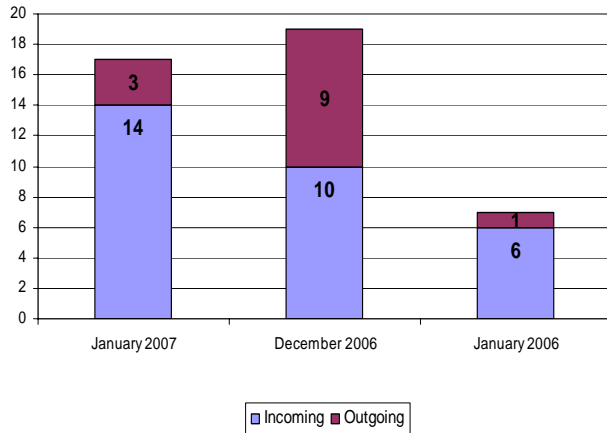


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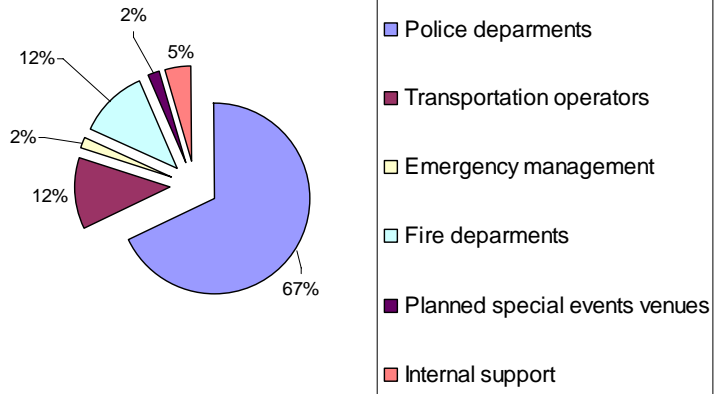
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## TRAFFIC INCIDENT MANAGEMENT

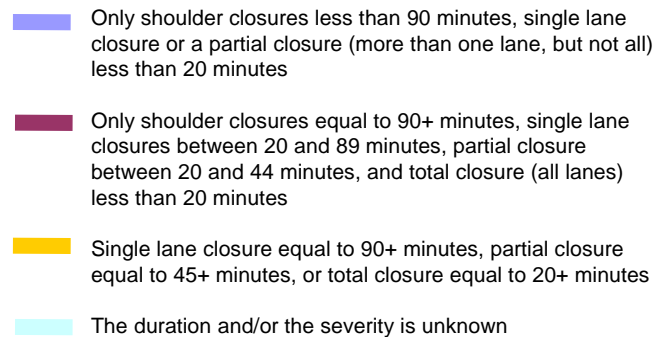
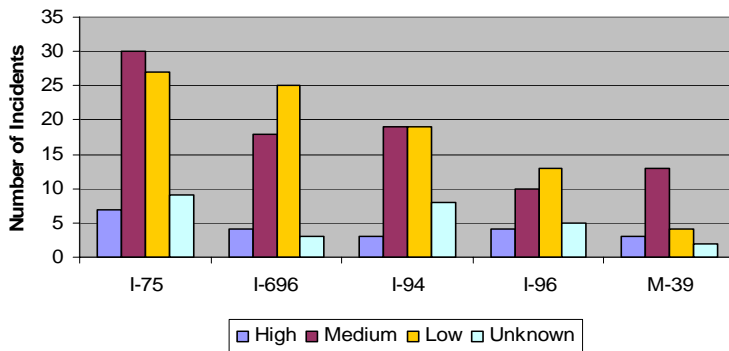
### Local Police Department Calls



### Video Users

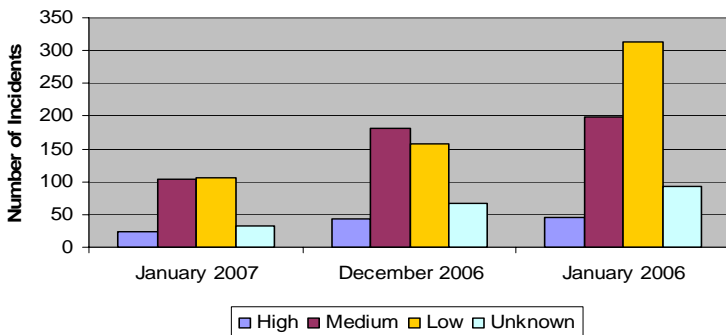


### Severity/Duration by Top Five Freeways

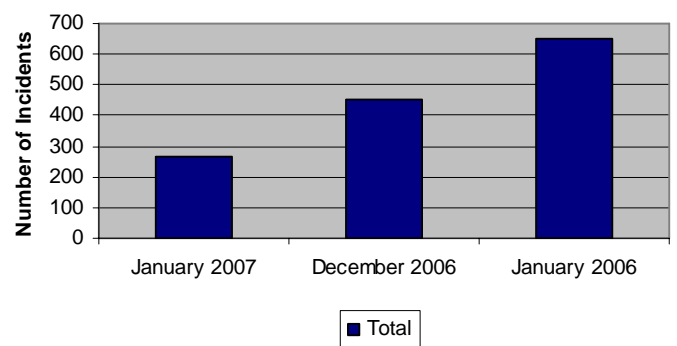


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents





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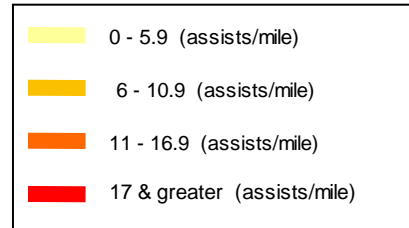


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE (miles)	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		January 2007	Fiscal YTD Avg.	January 2007	Fiscal YTD Avg.	January 2007	Fiscal YTD Avg.	January 2007	Fiscal YTD Avg.
I-75	87.6	1104	1137	12.6	13.0	10.5	11.4	14.3	13.2
Oak Co. Line to I-696	37.0	390	395	10.5	10.7	12.1	15.2	15.2	12.6
I-696 to I-94	8.0	286	289	35.8	36.1	8.9	8.4	16.3	15.6
I-94 to I-96	5.6	97	105	17.3	18.7	8.7	10.1	14.3	13.2
I-96 to I-275	37.0	331	349	8.9	9.4	11.7	11.9	11.4	11.8
I-94	60.7	956	1015	15.7	16.7	11.6	10.8	12.2	12.4
Wash. Co line to M-39	20.7	281	317	13.6	15.3	12.3	11.5	12.7	13.2
M-39 to I-75	9.0	285	261	31.7	29.0	11.6	10.6	13.0	12.4
I-75 to I-696	10.0	235	267	23.5	26.7	10.9	9.8	11.0	12.6
I-696 to St. Clair Co. Line	21.0	155	171	7.4	8.1	11.6	13.3	11.7	10.6
I-96	34.0	584	606	17.2	17.8	11.3	11.3	13.7	13.1
Liv. Co. Line to I-275/I-696	11.0	174	151	15.8	13.8	13.4	13.6	14.8	15.1
I-275/M-14 to M-39	12.0	196	198	16.3	16.5	10.6	10.8	14.3	13.0
M-39 to I-75	11.0	214	257	19.5	23.4	10.3	10.5	12.3	11.9
I-275	37.5	371	386	9.9	10.3	10.5	11.0	14.1	13.9
I-96/I-696 to M-14/I-96	8.0	129	141	16.1	17.6	9.4	9.9	10.1	13.9
M-14/I-96 to I-94	12.0	171	171	14.3	14.2	11.7	11.4	18.3	14.2
I-94 to I-75	17.5	71	74	4.1	4.2	10.9	13.0	11.0	13.1
I-375	1.2	7	8	5.8	6.5	9.0	10.0	32.1	14.1
I-696 (Reuther)	28.7	469	468	16.3	16.3	10.3	10.1	12.8	13.2
I-96/I-275 to M-10	9.3	125	138	13.4	14.9	10.5	12.4	13.8	12.4
M-10 to I-75	9.0	158	150	17.6	16.7	9.7	9.0	11.8	14.9
I-75 to I-94	10.4	186	179	17.9	17.2	10.8	9.7	12.9	12.4
M-5 (Grand River)	10.3	55	57	5.3	5.5	15.0	10.6	13.5	14.6
M-8 (Davison)	2.2	47	51	21.4	23.3	7.8	7.1	11.4	12.6
M-10 (Lodge)	17.9	324	345	18.1	19.3	11.2	10.6	11.8	13.6
M-14	6.4	52	35	8.1	5.5	18.0	14.1	13.2	12.1
M-39 (Southfield)	14.2	200	192	14.1	13.5	11.2	12.3	14.1	14.3
<b>Total</b>	<b>300.7</b>	<b>7,653</b>	<b>7,910</b>						

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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type (page 1)</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.



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<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Log Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.